



Protect yourself from SDG&E[®] scam artists

Criminals impersonating SDG&E[®] are using new tactics to defraud customers, and we've seen a recent spike in these scams. One common scheme involves threatening to shut off your power unless you make an immediate payment for a past-due bill.

Some of these calls may even appear to come from our official number – this is known as caller ID spoofing. Don't be fooled.

Here are things you need to know:

Protect your financial information

SDG&E will never call to request your credit card or banking information, and we will never send employees to your door to collect payment. Only share financial details if **you** initiated the call through a verified SDG&E phone number.

Verify before you let them in

If someone claiming to work for SDG&E seeks to enter your home or business, ask them to show you their company identification card, ensure they're wearing an official SDG&E uniform and look to see if they arrived in an SDG&E-marked company vehicle.

Behind on your bill? Stay safe and informed

If you have a past-due balance, we'll always notify you in writing before any service interruption. Need help? Visit [**sdge.com/assistance**](https://sdge.com/assistance) for payment plans and support. And remember—SDG&E will never ask for credit card info over the phone. If someone does, it's a scam.

Be cautious of phone scams

If someone calls claiming to be from SDG&E and asks for payment over the phone, it's a scam. SDG&E will never request your credit card information by phone.

To protect yourself, never share your energy bill with anyone you don't know, and keep your **My Energy Center** login details private.

Beware of scam payment requests

Scammers may contact you by email, text or phone, demanding payment through Bitcoin, prepaid cards or apps like Venmo® or PayPal®. They may use SDG&E's logo, fake energy bills or QR codes to make their messages look real.

Visit [**sdge.com/PayBill**](https://sdge.com/PayBill) to see which payment methods SDG&E accepts.

Remember, you must initiate the payments. SDG&E will never request payment by sending you a link.

Stay one step ahead of scammers

New scams are emerging every day. Protect yourself by staying informed.

Visit [**sdge.com/Avoid-Scams**](https://sdge.com/Avoid-Scams) for the latest tips and alerts. If you think you've been targeted or may have shared personal information, call us right away at **1-800-411-7343**.

